Rocky Mountain National Park



2014 Volunteer Handbook

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Introduction

Throughout the history of the national parks, volunteers have carried on a proud tradition. From the establishment of the first national park, Yellowstone, in 1872, to the establishment of the National Park Service itself in 1916, and continuing in today, private citizens have played a vital role in the development of the national park system. The primary purpose of the Volunteers in Parks (VIP) program is to provide a vehicle through which the NPS can accept and utilize voluntary help in such a way that is beneficial to the NPS and the volunteer.

Mission of the Rocky Mountain National Park Volunteer Program

The mission of the Rocky Mountain National Park VIP program is to promote, create, and maintain long-term stewardship and support for the park's resources by:

- Fortifying park programs through the use of volunteers in a manner that complements basic park resources to better accomplish the park's mission; and
- Providing an enriching and diverse work experience for participating volunteers.

Volunteer Program Operations

Who Can Volunteer?

Almost anyone can be a volunteer in the National Park Service VIP program. A VIP is anyone who performs work for the National Park Service for which he or she receives no pay from the NPS, (Reimbursement for

out-of-pocket expense is not considered pay) and signs a 301A volunteer services agreement. It does not matter if the person is receiving pay, work credit, academic credit, or other types of compensation from sources outside of the NPS; if the NPS is not paying that person for the work he or she is doing, he or she can be considered a VIP. Off duty NPS employees can be VIPs as long as they're volunteering in capacities other than their paid duties. Family members of NPS employees, student interns, and individuals from the private sector whose employer is donating their services to the NPS while still keeping them on their payroll (for example, Eastman Kodak personnel giving evening programs on photography) can be VIPs. Legal aliens and foreign nationals may serve as VIPs. Some foreign nationals may require a J-1 visa; inquire with the volunteer office if a supervisor is considering hiring a foreign national as a volunteer. Children under the age of 18 years may be VIPs provided they have the written consent of their parents or guardians (via the minor section of the 301A). Individuals convicted of minor crimes who are participating in court-approved probation, work release, or alternative sentencing programs can serve as volunteers at the discretion of the park superintendent. Generally, a person who has been convicted of a felony, violent crime, crime against persons, or crime involving use of a weapon will not be utilized in the NPS VIP program; however, the Superintendent may permit the person to volunteer based on an analysis of the nature of the crime, the date of conviction, evidence of rehabilitation, etc.

Volunteers are recruited and accepted from the public without regard to race, creed, religion, sexual orientation, age, sex, color, national origin, or Office of Personnel Management (OPM) classification laws, rules, and regulations. However, they must be physically able to perform the work they volunteer to do. The Superintendent of the park may request that the volunteer complete a standard Form 256 (self-identification of medical disability) or obtain a medical examination at government expense, if there is a question regarding the volunteer's ability to perform the assigned duties.

Employees and Family Members as VIPs

NPS employees can serve as a VIP within the NPS as long as the duties he or she performs as a volunteer are not the same types of duties for which he or she is paid. For example, a secretary in the Superintendent's office can volunteer to give an interpretive program in the park on his or her own time, but cannot volunteer to do secretarial work for the chief ranger. Employees cannot work as a VIP in their paid position while on furlough.

In regards to allowing individuals to volunteer between seasonal positions when they are not employees, there is no legal prohibition against this. However, there are ethical concerns, in addition to a number of cautions and potentially serious problems with the practice. Among the issues of having people volunteer before/after 1039 appointments are potential violations of the Fair Labor Standards Act, and taking advantage of employees' willingness to "work" without pay. Therefore, we strongly recommend to not allow seasonal employees to work as volunteers in the same positions for which they were/will be paid before or after their seasonal appointment. This would include anyone who has been offered and accepted a 1039 position, or someone who is eligible for rehire into a 1039 position. This does not preclude employees from volunteering in the same park in an entirely different job description.

Family members and relatives of NPS employees may serve as VIPs as long as the supervisor and/or service representative signing the agreement for voluntary services is not an immediate family member. However, if reimbursement is involved the regional ethics counselor should be consulted before any such agreement is signed. The creation of a conflict of interest could result if a family member or relative of an employee receives financial benefit from the program. Even the appearance of a conflict of interest is a violation of the Department's employee conduct regulations and should be avoided. See Fair Labor Standards Act of 1938 as Amended.

What Can Volunteers Do?

Volunteers can serve in almost all aspect of park operations. All levels and types of skills can be used, and almost any type of work can be performed as long as it is work that

- Would not otherwise get done during a particular fiscal year because of funding or personnel limitations or
- Enables paid employees to accomplish work that would not otherwise get done during a particular fiscal year because of funding or personnel limitations
- Does not result in the displacement of any paid employees.

Fee Collection

or

A VIP may sell permits and collect various fees authorized by the Land and Water Conservation Act of 1965 as amended. VIPs must be bonded and be adequately trained in the sale of permits and fee collection. The same annual training provided to permanent and seasonal employees will meet this requirement. Public Law 100-203 prohibits using VIPs for fee collection unless they receive training and are covered by a surety bond. (See DO 22, ch. 8, 10). Appropriated funds, including VIP funds, may be used to cover the cost of the surety bond. VIPs



under age 18 should not be used to collect fees or sell permits.

Volunteer Protection

VIPs who have a current, signed volunteer agreement form on file, and who have been trained for specific duties receive the same benefits and protection as NPS employees under the Federal Employees Compensation Act (5 USC, Chapter 81) and the Federal Tort Claims Act (28 USC, 2671-2680). Volunteers are considered to be Federal Employees for those purposes only. These two acts provide the following benefits and protection:

- **Federal Employees Compensation Act**: VIPs are entitled to first aid and medical care for on-the-job injuries as well as hospital care when necessary. When travel is necessary to receive medical care, the travel and expenses associated with it are reimbursable. In addition, the Office of Workers Compensation Programs on a case-by-case basis may approve other compensation benefits. Compensation is payable based on a paid employee with the same functions.
- A VIP who suffers an on-the-job injury or occupational disease and desires to file a notice should contact
 his/her immediate supervisor. The supervisor is responsible for helping the VIP complete the proper
 OWCP forms (CA-1 or 2) and must sign the claim, submitting factual, and medical evidence if
 immediately available, as necessary. The supervisor submits the claim to the servicing personnel office
 for processing and a copy to the VIP manager. (Specific information on this procedure and process,
 including information on the various forms that are required, can be found in the publication DOI –

Safety Management Information System (SMIS). This publication should be available from your VIP Program Manager, Administrative Officer, or Human Resource Officer). OWCP must receive the forms in no more than 10 working days.

• Federal Tort Claims Act: This act provides a means whereby damages may be awarded as a result of claims against the National Park Service for injury or loss of property or personal injury or death caused by the negligent or wrongful act or omission of any employee of the NPS while acting within the scope of his or her office or employment under circumstances where the NPS, if a private person, would be liable for the claimant in accordance with the law of the place where the act or omission occurred. Since VIPs are considered employees for the purpose of this act, they are offered the protection of the Act for personal liability as long as they are within the scope of their assigned responsibilities.

For these reasons, it is imperative that VIPs be properly signed up and operate under written position descriptions (PD) that contain specific information about the type of work they are assigned to do. This is necessary in case questions arise about whether a VIP was acting within his or her assigned responsibilities. Volunteers should have access to their position description and can ask their supervisor or the VIP program office for a copy of it at any time. The PD should be reviewed and must reflect all aspects of the work that the volunteer is assigned to do. If you are a volunteer and your PD does not include some of your assigned duties, check with your supervisor so that it may be updated.

Use of a VIP's Personal Equipment



Whenever possible, volunteers should use government-owned equipment and property in their work, rather than using their own personal property. However, if a volunteer does use his or her own personal property or equipment for official purposes, and that property is lost, damaged, or destroyed in the process, the volunteer may be reimbursed for the loss. Title 16 U.S.C. - 18i (d) explains process for reimbursement to volunteers for personal property that was lost, damaged, or destroyed while being used for official purposes for the NPS.

In order to be eligible under this act, the

VIP must have been required by an authorized NPS employee (usually his/her NPS supervisor) to furnish his or her own personal property for use in the assigned work. A statement to this effect must be included in the volunteer's position description and must specifically identify and describe the personal property involved and state that the volunteer is required to provide and use this equipment as part of his or her official duties.

If you plan on using your own equipment for your VIP duties, please check with your supervisor to see if they can add that information to your PD. Your position description on file in the VIP Office can be amended at any time.

Volunteer Agreement

The single most important document a volunteer must complete is the Volunteer Agreement (Form OF301A), coupled with a valid, completed position description. No one is allowed to volunteer in Rocky Mountain National Park without a current valid Volunteer Agreement on file in the Volunteer Office. In

addition, a volunteer will NOT be covered for any of the protections previously discussed unless his or her Volunteer Agreement has been turned in and on file in the Volunteer Office. The Volunteer Agreement provides emergency contact information to both the Volunteer Office and the Volunteer Supervisor. The individual volunteer is responsible for communicating changes to the information to the Volunteer Office. Volunteer agreements are valid through the expiration date found on the upper right-hand corner of the form (or until any of the VIP information changes).

Position Description

The one page position description is the key to the success, safety, and management of volunteers. A thoroughly written description, identifying tasks, schedules, equipment utilization, safety issues and other significant information relating to the volunteer service is mandatory. Supervisors should check appropriate boxes related to driving on duty; if the volunteer will be driving a government or personal vehicle on duty, the supervisor must check that the driver's license is valid and mark the validation box on the form (please do not make photo copies of their driver's license). Signed position descriptions on file in the VIP Office only need to be renewed annually if the supervisor has made a change to the PD.

The position description must include the following:

- 1. Detailed description of the job to be performed, including the duties and responsibilities
- 2. Required skills, experience, and other factors
- 3. Working conditions and physical demands
- 4. Time commitment (if appropriate)
- 5. Supervisor and volunteer signature
- 6. Valid driver's license certification (if appropriate)

This process ensures that both the supervisor and the volunteer completely understand what is involved for that particular volunteer position before it starts. The Position Description must also be signed by the volunteer's supervisor to be valid. The supervisor of record must be a NPS employee.

Volunteer Rights

Volunteers have the right to

- 1. Receive the same fair personnel practices as paid staff.
- 2. Have their time used effectively.
- 3. Receive clear and non-conflicting guidance and direction.
- 4. Be kept informed of activities pertaining to their volunteer assignments.
- 5. Not undertake assignments they do not wish to do.
- 6. Receive appropriate orientation, training and supervision.
- 7. Be assigned jobs that are worthwhile and challenging.
- 8. Be made aware of the overall operation of the park.
- 9. Have opportunities for growth.
- 10. Be offered a variety of experiences.
- 11. Receive regular, clear feedback on the quality and effectiveness of their work.
- 12. Be recognized for their contributions.
- 13. Have an opportunity to provide input into the volunteer program.
- 14. Be trusted with the information needed to carry out their jobs effectively.
- 15. Be assigned a direct supervisor.

Volunteer Responsibilities

Volunteers have the responsibility to

- 1. Represent the National Park Service in a professional manner.
- 2. Follow the park's policies and guidelines and understand its organizational structure.
- 3. Seek and accept the guidance and support needed to complete assignments.
- 4. Work as a team with paid staff and respect mutual roles.
- 5. Be reliable in fulfilling assignments.
- 6. Do a quality, professional job.
- 7. Respect access to information, facilities and equipment, etc.
- 8. Learn from and participate in training sessions and meetings.
- 9. Provide notice of absence.
- 10. Make a good-faith effort to resolve differences or problems.
- 11. Care for park resources.
- 12. Work safely and smartly.
- 13. Wear the volunteer uniform appropriately and professionally.

Ethical Behavior

In the context of your volunteerism with the National Park Service, ethical behavior refers to avoidance of conflicts of interest between public duties and responsibilities and private activities. If you're interested in the complete Department of the Interior Ethics Guidelines, please see your supervisor or contact Rocky Mountain's Human Resources Department. A few rules to keep in mind include:

Do not use government property for personal reasons.

Do protect and conserve federal property and obey all rules and regulations regarding its use.

Do not use government-owned, leased or rented vehicles for non-official purposes. The mandatory penalty specified for this violation is termination.

Do not sell commercial products in a government building, (items approved for sale by government are the exception).

Do not solicit or accept anything of monetary value including gifts, gratuities, favors, entertainment and loans.

Sexual Harassment Policy

It is the policy of Rocky Mountain National Park to adhere to Federal guidelines and Bureau policy relating to sexual harassment. We as federal employees and volunteers have a responsibility for maintaining high standards of conduct in the work place; therefore, sexual harassment has no place and will not be tolerated or condoned. Every effort should be made by manager, supervisors, employees and volunteers to ensure that all of us work in an environment free from sexual harassment. Sexual harassment is defined as verbal comments, (i.e. honey, darling, etc.) gestures, and physical contact of a sexual nature that are deliberate or repeated and unsolicited. Sexual harassment is also defined as sexual advances and requests for sexual favors, which are unwelcome. If you feel that you have been sexually harassed, please contact your volunteer supervisor.

Firearm Policy

Under 43 C.F.R. § 20.511, Departmental volunteers in the course of their official duties are prohibited from possessing firearms on property under control of the Department. Because of the stated purpose of



the sponsors of Section 512 to provide uniformity under applicable state law from bureau-to-bureau, the potential liability issues that could result, and the absence of any criminal penalties applicable to this regulation, this Departmental policy continues to apply to all NPS/FWS employees and volunteers during their official duties. Volunteers who are not on official duty may possess firearms on Departmental lands under the same conditions applicable to members of the general public, according to P.L. 111-24, Section 512. For this purpose, volunteers are considered the same as other employees when engaged in their official activities. If you have any questions about the firearm policy, talk to your supervisor.

Benefits

In addition to the personal benefits of volunteer work, there are a number of benefits provided to Rocky's volunteers to show appreciation for the work they do. Benefits include:

- Free entrance passes. Passes are issued at the initial training and orientation and require a regular tour of duty (for example, one afternoon per week on a regular schedule). Volunteers will receive their annual park pass when they enter on duty for their first volunteer position of the year. Pass holders are required to stop at the entrance station to present their passes each time they enter the park; photo identification can be requested as well. Volunteers, who already possess existing passes such as the Senior Pass, may use them to enter the park as well. Transfer of any pass to others for use will result in revocation of this free entry privilege.
- Free backcountry camping permits when campsites are available. Volunteers do not have the privilege of free front country campsites unless the use is necessary to complete a volunteer duty (for example, a VIP who lives on the east side of the park could use a Colorado River District front country campsite when working for two days in the Colorado River District due to the distance of travel between the VIP's home and work area).
- Regular, quarterly volunteer newsletters.
- Volunteer party and gifts at the end of the summer season (see Recognition section for details).
- Volunteers may attend one free day-long seminar given by the Rocky Mountain Nature Association if space is available. Please call 970-586-3262 for details.

Volunteer Uniform

The first park rangers were cavalry officers who patrolled the parks. They were easily identified by early visitors by their military uniforms. The uniform has been a part of the National Park Service since the early years and visitors today can still quickly recognize a ranger by his/her uniform. Volunteers who will be in contact with the public are required to wear a volunteer uniform. Volunteers should not wear any part of the NPS uniform (including hats) or be dressed in a manner that attempts to duplicate its appearance, however volunteers should be dressed professionally and in a manner that makes them easily distinguishable as a volunteer.

Rocky Mountain National Park has always maintained a high standard of uniform dress in accordance with the very best traditions of the National Park Service. It is important that the uniform be worn in a manner that continues this tradition of excellence, as well as displaying a uniform image complimentary to the mission of this park and the functional aspects of the park environment. Many volunteers are responsible for regular public contact, and thus are expected to uphold the same level of excellence. Volunteers may be the only direct contact a visitor makes with park staff.

Volunteers may not wear additional patches or pins that are not consistent with uniform guidelines while on duty. Also, volunteers may not wear uniform components with the volunteer patch while off-duty,



except when traveling to and from work with a stop for a short errand. Example: A volunteer on an offduty hike in the park may not wear their VIP hat or jacket or have any item on that has the VIP logo on it.

All volunteer uniform pieces should have the newest version of the NPS volunteer patch on them. No pieces with the old patch should be worn, per policy. If you have a uniform piece with the old arrowhead-shaped patch on it, please return it to the volunteer office for replacement.

The volunteer uniform consists of the following items and should only be worn while in official volunteer capacity:

- 1. **Tan shirt** long or short sleeved, with the official volunteer patch on the left sleeve. Shirts may be checked out from the Volunteer Office.
- 2. Dark brown pants to be purchased by the volunteer, however the VIP Office has a limited supply of pants in the uniform cache. The volunteer can be reimbursed for up to \$20 for one pair of pants (if they are serving 32 hours per week for a season), please check with your supervisor to confirm that they can reimburse you prior to incurring the expense (itemized receipts required). The Volunteer Office can help with locations where brown pants can be purchased. At this time, shorts are only approved for volunteers traveling in the backcountry. Please check with your supervisor or the VIP Office to obtain reimbursement paperwork.
- 3. **Nametags** are issued by the Volunteer Office and should be worn above the right shirt pocket. Nametags are ordered once every 3-4 weeks and should be requested by the volunteer on their Volunteer Registration Form (page #3 of their Services Agreement). Only uniformed volunteers in public contact positions on a regular tour of duty will have a VIP nametag issued to them.
- 4. **Ball cap** (optional) dark brown ball caps are available from the Volunteer Office. Volunteers may keep their hats when they are finished volunteering, however, hats may only be worn while on duty as part of the complete volunteer uniform.
- 5. Winter cap (optional) dark brown fleece hats are available in the Volunteer Office. These are available for volunteers who serve during the winter months or at high elevation locations or in the colder evenings during the summer. Volunteers must return these hats after their season.
- 6. **Dark brown windbreakers or fleece jackets** (optional) are available for checkout from the Volunteer Office. These must be returned after the season.
- 7. **Gore-Tex jackets and pants** (optional) for use in positions that require outside duty in inclement weather. These items are generally checked out to work groups for shared use. These items must

be issued to paid park staff who would then be responsible for their return. VIPs with their own gore-tex pants may wear them (even if they are not dark brown)

- 8. **Dark brown sweaters** or brown fleece jackets, neutral colored wide-brimmed and knit hats (optional) can be purchased at the volunteer's expense. The Volunteer Office will provide patches to be sewn onto the sweaters, jackets or hats. VIPs may also pin the patches on their jacket or fleece so that they may also be worn off-duty (any item with the VIP patch sewn permanently on must only be worn while on official duty).
- 9. **Dark brown turtlenecks and t-shirts** purchased at the volunteer's expense, are approved for volunteers who want or need extra layering beneath their uniforms to stay warm.

All uniform pieces (with the exception of the ball caps) must be turned into the VIP office at the end of the volunteer's term.

Please contact the Volunteer Office if you have questions or suggestions about the uniform standards.

Reimbursements

As a general rule, volunteers are not often reimbursed for out of pocket expenses incurred during their volunteer service. However, the following is a list of reimbursable expenses per current Rocky Mountain VIP Reimbursement Policy. Please check with your supervisor prior to incurring your expense to see if it will be reimbursable.

Per current ROMO VIP Reimbursement Policy, the following items are reimbursable, (if accompanied by the original receipt).

- VIP Uniform Pants, (up to \$20/pair). Full-time volunteers/interns may be reimbursed for two pairs of pants.
- Fingerprinting fees and postage to send the fingerprints to HR.
- Mileage for VIPs using their personal vehicle for work. (Supervisor must approve this prior to the volunteer incurring expenses).

If a supervisor agrees to reimburse a volunteer for expenses, forms 1067, a vendor request form and a non-IPP coversheet are to be completed and submitted to the volunteer office, if using a VIP account number OR directly to Judy Tekulve or Vicki Jacobs if using a division-specific account number (check with your supervisor). Forms are available in HR, in the VIP Office and on the Park's intranet page under: Divisions/Interp/Volunteers in Parks/Forms. The description of these forms and how to fill them out are found in the "Supervisors of Volunteers Paperwork Packet" which is also found on the intranet.

When requesting mileage, the start and end points and short line travel between must be listed for each trip. All forms must be filled out completely and signed by the supervisor and the volunteer for payment to be processed. Be sure to fill out and print <u>both</u> pages, including <u>cost centers and functional areas</u>. Note that the volunteer and the volunteer supervisor must both sign on page #2 of the request for reimbursement form.

Volunteer travel outside the park is processed differently. Please check with the VIP Office if you are planning on having your volunteer travel outside of the park.

Orientation and Training

Volunteer orientation and training is the responsibility of the supervisor. However, the volunteer is responsible for letting their supervisor know what training they feel they need in order to be successful in their position. Each volunteer is invited to attend the orientation for seasonal employees, given at the start of every summer. At this orientation, volunteers will be given information about Rocky Mountain National Park, including updates on current events in the park. Also, volunteers will receive an orientation about the volunteer program in general.

In addition to the seasonal orientation, volunteers will receive information and training on their specific volunteer positions. This training will be either in the form of a group orientation, or one-on-one training given by the supervisor or another employee or volunteer who performs that job. Volunteers should contact their supervisors or the Volunteer Office as soon as possible if additional training is desired.

If at any time, a VIP is doing a position that they feel inadequately trained on, they are encouraged to contact their volunteer supervisor or the Volunteer Program Office.

Timesheets

It is very important that volunteers keep track of their hours and that they get submitted to the VIP Office. The Volunteer Office keeps track of volunteer hours in order to give recognition for the number of hours a volunteer has contributed and also to give accurate yearly totals to the NPS for budget appropriations. Supervisors are responsible for:

1. Giving volunteers an individual time sheet on which to log hours (the volunteer is responsible for returning the sheet to the Volunteer Office at the end of the month)

or

2. Posting a work group time sheet at the work station (the supervisor is responsible for returning the sheet to the Volunteer Office at the end of the month).

Note that the deadline for reporting your fiscal year hours (October 1-September 30) is October 7 of any given year. Hours reported after that will not be counted toward the fiscal year hours.

Evaluations

At the end of the season, or once per year, the supervisor *may* make a written or informal verbal evaluation of their volunteer(s). The evaluation assesses job performance and also provides an opportunity for the volunteer to give feedback and discuss any issues of concern with his or her supervisor. All parties involved should take advantage of this opportunity to keep the lines of communication open and honest -- it is to everyone's advantage to have good feedback. Any volunteer who would like an evaluation should ask his or her supervisor.

Recognition and Gifts



Every year towards the end of the summer, the Volunteer Office and the staff at Rocky host a volunteer recognition event on the east and west sides of the park. These events allow us the opportunity to say "thank you" during an evening of food, fun and appreciation. These events typically occur sometime in mid-August. All volunteers are welcome to attend!

Volunteers who contribute at least 40 hours in a fiscal year will receive a small gift. In addition, the park recognizes cumulative hour milestones in a volunteer's career. Volunteers who contribute 250 hours since Jan. 1, 2007 will receive a free America the Beautiful (ATB) Pass that allows them free entrance to all national parks and other federally run recreation areas for a period of one year (check with your supervisor or the VIP Office for the ATB pass request form). Volunteers who contribute 1,000 hours to Rocky Mountain National Park will receive a fleece vest and a brass nametag; volunteers who accumulate 2,000 hours will receive a fleece jacket; those who volunteer 3,000+ hours will receive brass recognition bars for their nametags at 1,000 hour increments.

Housing

Full-time volunteers may receive free housing in the form of a government apartment, house, or trailer pad. This is determined on a case-by-case basis based on availability and divisional allotments. Any volunteer receiving free housing must work at least 32 hours/week, and in some cases 40 hours/week. This is to be determined by the volunteer supervisor. Houses and apartments are furnished but do not include cookware, sheets, or towels. Due to a shortage of housing at the park, houses or apartments are usually shared. There are cases in which housing cannot be provided due to lack of funds or lack of availability; it will be the potential volunteer's decision as to whether or not to take the position if there is no housing available.



Each supervisor must arrange housing for his or her own volunteers, and all issues concerning housing are handled by the supervisor.

When a volunteer starts a full-time position, the supervisor should give the volunteer the following:

- 1. Housing paperwork, including a form to inventory the furnishings. Any discrepancies in furnishings and any damage found at the end of the volunteer's service will be charged to the volunteer;
- 2. Key(s) for the apartment or house; and
- 3. Orientation or instructions on where to find the pay phone, laundry, and other information that may be needed until the volunteer becomes familiar with the area (some of this information is provided in this handbook as well).

An inspection of the unit will be completed by the supervisor or designated Facilities staff upon vacating the assigned housing.

Volunteer Office Location and Phone Numbers

The park's Volunteer (VIP) Office is located in the Utility Area behind Beaver Meadows Visitor Center, building #612. Turn left off of Highway 36 (Utility Area sign/Mills Drive), just before the Beaver Meadows Visitor Center. Turn at the first left, and then make an immediate right. The Volunteer Office is in the second small building on the left. Phone 970-586-1330. On the west side, the supervisor of the VIP program is the District Interpreter with assistance from a seasonal employee who works May – September and whose office is located at the Kawunechee Visitor Center. Phone 970-586-1537.